

Minutes

Wednesday, June 10, 2015
5:00PM

WESTSIDE/CENTRAL
SERVICE COUNCIL
Regular Meeting

Metro Headquarters Building
1 Gateway Plaza
3rd Floor Union Station Conference Room
Los Angeles, CA 90012

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Rail Red, Purple and Gold Lines; Metro Local Lines 40, 68, 70, 71, 76, 78, 79, 378, 485, and 489; Metro Rapid Lines 704, 728, 733, 745, 770 and Metro Silver Line. Also served by LADOT, Foothill Transit, Santa Monica Big Blue Bus, Orange County Transportation Authority, Torrance Transit, Santa Clarita Transit and Antelope Valley Transit.

Called to Order at: 5:01 p.m.

Council Representatives Present:

Dr. Randal Henry, Chair
David Feinberg, Vice Chair
Perri Sloane Goodman
Jeffrey Jacobberger
Elliott Petty
Maria Sipin
George Taule

Officers:

Jon Hillmer, Executive Director
Gary Spivack, Deputy Executive Officer
Eric Geier, Community Relations Manager
Carol Silver, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Deanna Phillips, Office of the Board Secretary

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación:
213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք
զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному
ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-
466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

1. ROLL Called.
2. APPROVED Minutes of May 13, 2015 Meeting
3. RECEIVED Presentation on Draft 2016-2019 Coordinated Public Transit-Human Services Transportation Plan, Heather Menninger, AMMA Transit Planning

The Coordinated Plan is a requirement of the Federal Transit Administration (FTA). The plan guides utilization of FTA Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities Program and includes about \$6.9 million per year for distribution to eligible agencies. The plan identifies and prioritizes mobility strategies for older adults, person with disabilities, low-income persons and veterans. Metro is the Designated Recipient of Section 5310 funds for large urbanized areas in Los Angeles County that are allocated to Access Services to provide complementary paratransit services required by the Americans with Disabilities Act of 1990 and to other eligible agencies following a competitive selection process. This plan is intended to support the use of other kinds of funding sources and to be used as a resource to those who are seeking funds related to these populations.

Community outreach was conducted over 3 months; 9 stakeholder forums and 10 consumer focus groups around the county. An agency survey was also completed. In April, a prioritization workshop was held where the findings from the array of study efforts were shared and the consultants worked with the audience to prioritize the recommendations developed.

Councilmember Jacobberger asked if incorporating ride sharing services like Uber or Lyft was examined. Ms. Menninger responded that they are exploring ways to incorporate those.

Chair Henry asked if First Mile/Last Mile solutions would improve the environment for these populations as well. He requested that there be strong opportunities for collaboration between those elements and suggested that those involved in First/Last Mile planning work closely with ADA departments. He used to be a travel trainer and is aware that when a person gets off the bus, they then have to navigate the street environment. When a person's needs are beyond what they're able to provide for themselves, they may have a care provider assisting them, which is often overlooked because of the focus being on the person they're providing care for, but the secondary person should be considered as well. Ms. Menninger replied that ADA compliance issues are very real; many ADA accessibility measures were put into place 10+ years ago and now need attention. Safety and lighting for older adults that use pedestrian crossings also need attention. Chair Henry provided the example of the Expo Line construction on Exposition between Hillcrest and Buckingham. A lot of work was done in that area but no curb-cutting.

Councilmember Sloane Goodman shared that the City of West Hollywood is putting together travel training to start next week. One of the lessons learned is that the needs of people in the urban vs. suburban/rural areas are very different. Some need help learning to use transit; others need to learn to plan trips and make transfers. Ms. Menninger replied that the richness of services is complex to navigate. Travel training was rated high in terms of both interest and need.

Councilmember Sipin is interested in travel training as well as the First Mile/Last Mile priorities and how it assists older adults especially to use transit to get to their destinations. She feels there

should be more emphasis on public safety concerns of older adults and that while they may desire to travel independently they have concerns about safety.

4. RECEIVED Update on All-Door Boarding Pilot Program, Conan Cheung, Deputy Executive Officer, Performance Management

Tests are being done at two locations: Wilshire/Vermont (traveling west side in the morning) and Wilshire/Westwood (traveling east side in the afternoon). Stand-alone validators were installed at the curb to each door and people start lining up. They observed it to be more orderly when there was staff at the sites explaining the project to people.

Mr. Timberlake thinks it's a great idea but it has some unintended consequences. In time, people who have gotten used to boarding in the back will do so on other lines. Metro is already losing fares.

Ralf Quint had an opposite experience at Wilshire/Westwood. It's a major hassle to get on or off the bus because people are crowding to get in as people are exit, especially at busy connection stops. People are boarding without tapping. Mr. Cheung replied that he noticed "bunching" at this location as well and that more supervision was needed in Westwood because it's a more constrained environment.

Chair Henry thinks that overall it is a good solution despite the drawbacks. The high level of customer service is good. He suggested that visual cues such as decals on the ground indicating where to line up could replace the ambassadors in the future. He asked what happens after the pilot project. Mr. Cheung replied that the pilot will continue until July 10th. The data gathered will be analyzed and be presented to the Board perhaps by September. Staff submitted a TIGER grant to fund all-door boarding on buses, and is also studying off-board fare payment.

5. RECEIVED Report on Detours Near UCLA Affecting Lines 2/302, 234, and 734, Carol Silver, Transportation Planning Manager

Mr. Timberlake said that though the construction is scheduled to be completed in August 2015, he's concerned it will continue until September/October. He asked when Metro will know when it'll be done. Mr. Spivack replied that Metro is not in control of the construction; if LADWP goes over schedule, UCLA will pressure them to complete it before the new semester begins.

Ralf Quint commented that Metro needs to properly advertise changes ahead of time. His neighbors who are wheelchair-bound were not aware of it.

Councilmember Feinberg asked for clarification when the detours will begin. Mr. Spivack replied that they start on June 15th.

Councilmember Jacobberger asked as Metro can't determine the hours when DWP finishes for the day, will Metro set hours for the detour? Will the buses use the detour route when the street has opened up for the evening? Mr. Hillmer replied that to avoid rider confusion, the detour route is used until they can permanently return to the regular route.

Councilmember Petty asked if there's a method to address when the next shake up changes will begin and if they would include the reroute if there are delays in completion of the project. Mr. Spivack replied that if the detour is extended, they will put out additional notices. He added that there are problems caused by people removing the temporary signs.

Councilmember Sloane Goodman commented that Line 2 is a really long route; what is the anticipated effect on the schedule? Mr. Spivack said they don't know how much of a delay it will cause at this time. He tested the route this morning and it worked pretty well.

6. ELECTED Councilmember Henry as Chair and Councilmember Feinberg as Vice Chair for FY 2016, Council Members

7. RECEIVED Report on Westside/Central Service Performance, Gary Spivack, Deputy Executive Officer

- On-time Performance: Westside/Central :73.6% Goal: 80%, System: 76.1%
- Complaints Per 100,000 Passengers: Westside/Central: 2.85%, Goal: 3.46%, System 3.33%
- Bus Traffic Accidents per 100,000 Miles: Westside/Central: 4.96, Goal: 3.38, System: 3.75
- Metro Bus Cleanliness Ratings: Westside/Central: 8.54%, Goal: 8.5%, System: 8.69%
- Bus Average Weekday Ridership: System: April 2014: 1,148,208; April 2015: 1,081,839
- Line 175 Minor Route Modification
- Station Cleanliness Report

Chair Henry asked that the safety-related accidents charts continue to be included in the performance report and that percentages be added.

Wayne Wright asked why Line 175 is being re-routed to streets that have duplicate service. In his opinion, it should be eliminated. He asked that service development consider moving the bus to Virgil or kick the route over to DASH.

Councilmember Sloane Goodman asked if on-time performance typically gets tracked back to schedule adjustments. She knows that there are a lot of factors that Metro can't control but she wonders if other things such as operator behavior that affect it or if schedule adjustments are the main factor. Mr. Spivack replied that service is affected by operator behavior, particularly operators who leave early; they are counseled. When there's too much running time, scheduling goes back to adjust. The operators who leave significantly early are contacted. Division 10 Operations Manager Shannon Anderson added that it's hard to generalize about on-time performance; sometimes an operator will do well one month and bad the next.

Councilmember Feinberg asked if the Pico-Rimpau station scored the absolute lowest. Mr. Spivack replied that North Hollywood and Inglewood stations scored Cs as well. Councilmember Feinberg asked how the Council can help to improve station ratings. Mr. Spivack replied that findings are shared with facilities maintenance to address.

Councilmember Jacobberger added that a lot of the things in the list that Pico Rimpau didn't get scored on because they don't exist. For example, they have no elevators and some of the features that the big station have. He thinks that the graffiti brought the station's rating down.

Chair Henry would like it on record that the Westside Service Council wants A's at their stations; they want to be at the top category. He would like a plan to make sure that the newer stations, such as Culver City, are at the A level. He wants to focus on problem areas and do something about it. Mr. Spivack invited Council members to join staff when they do inspections.

Councilmember Jacobberger would like to hear back on the effect on the peak hour lanes on Wilshire and probably on-time performance and other benefits of the lanes.

Councilmember Sipin asked if service is significantly affected on rainy days. She knows how hard it is for someone who bikes like her, so she's wondering how it affects commutes during rainy days. Mr. Spivack's observation was that when it rains, people are taking their time and are moving slower, which affects bus on-time performance.

8. RECEIVED PUBLIC Comment for items not on the agenda

Carmen Barajas asked why Metro is eliminating Line 460. Mr. Spivack replied that Line 460 had been considered for elimination as it is not economically feasible for the organization. The public hearing where its elimination would have been considered has been cancelled so it will continue to operate at least through December of this year. Ms. Barajas asked if Metro will signatures petitioning that the service continue. Mr. Spivack replied that any public comments are accepted.

Eugene Salinsky requested that the Council consider changing the meeting start time to 6 or 6:30 pm from 5pm to allow members of the public to arrive. He thinks former CEO Art Leahy is a hypocrite because now that he's with Metrolink, he's proposing lowering the fares. Metro is experimenting with how to get increased revenue and increased ridership. When Art Leahy was with Metro, he did the opposite and ridership since September has gone down 3 to 8%. Mr. Salinsky asked staff to look at the Metrolink tickets; if Metro honors the discount tickets for bus and rail use, people will be paying \$2 all day to ride both Metrolink and Metro.

Chair Henry asked if the meeting time has always been 5:00 p.m. Ms. Ramos and Mr. Gonzalez confirmed that it has been for approximately the past 10 years; the location has changed several times but not the time. Chair Henry thanked Council for having been open to discuss changing locations because he's seeing a more robust attendance at the meetings. He would like to see how the recent location change plays out before making additional changes to the meeting time.

Wayne Wright asked staff to reroute Line 603 for several reasons: the section on 23rd St. between Figueroa and Grand is slightly narrow and the operators use 32-foot and sometimes 40-foot buses on that line; the section on 23rd St. between Flower and Grand gets lined up with cars because of the students at L.A. Trade Tech and it gets worse when the lanes are completely blocked by first responders. He suggested rerouting to Figueroa St. from 23rd St. to Adams Blvd. then back to Grand. Lastly, sometime this summer, the City of L.A. is going to start construction on the 6th St. bridge, he hasn't heard anything from Metro on how they're going to reroute Lines 18 and 720.

Wayne Coombs commented that the red buses are no longer rapid. Earlier this week, he rode a Rapid bus that stopped for 10 minutes at different times; this defeats the point of taking the Rapid

bus. The buses do not have heaters and operators run the air conditioning on full blast no matter how cold it is. An operator told him that they have to leave it on. Line 217 has a driver transfer at Fairfax/Willoughby where patrons have to wait for several minutes. If the replacement driver doesn't show up, it takes even longer. The markings in the Metro elevators at transfer stations make it confusing to know which level to board. He suggested that color coding be added. Mr. Spivack replied that buses do have heaters, and operators can shut off the air conditioning.

Mr. Timberlake commented that when he rides Line 720 twice a week around 11 p.m., it's really crowded. By the time it gets to Westwood, it's standing room only and it gets worse when you get to Beverly Hills. The proposal to board at all 3 doors may work for limited periods of the day but not when it's crowded.

Avishy Ben-Moshe commented about the inability to add varying cash amounts to TAP cards at the TVMs. The machines only allow specific denominations which leaves odd amounts on his TAP cards. Staff replied that he can add the cash as he pays on the bus but the entire fare has to be on the card prior to boarding to use the 2-hour free transfer; TAP cards can also be registered and value added online. Buses aren't equipped to add value to TAP cards at this point.

9. RECEIVED CHAIR and Council Member Comments

Councilmember Taule commented that the announcements made at stations when there's delay need to be more consistent and provide more information such as an estimate of the amount of time of the delay. That helps riders decide whether they need to use an alternate route.

Councilmember Sloane Goodman reminded everyone that this weekend is the Gay Pride Parade and Festival; there will be street closures and traffic in the West Hollywood Area. West Hollywood will provide free rides on Santa Monica Blvd. between Robertson and La Brea on The Pride Ride.

Councilmember Jacobberger gives kudos to Metro demonstrating how to load bikes onto the bus bike rack at Pasadena CicLAvia. He noted that if no one was using it, people didn't notice. He suggested that staff working those events constantly demonstrate it so that people walking by stop and practice.

Councilmember Sipin reminded everyone about the Bike Safety Courses throughout summer through LACVC. Anyone 14 years old and up can participate; participants can receive free helmets and lights.

ADJOURNED AT 6: 59 p.m.